

# ACT Public Health Services Quarterly Performance Report

April to June 2022



**ACT**  
Government

**ACT Health**

[health.act.gov.au](http://health.act.gov.au)



## Table of contents

	Page
About the Quarterly Performance Report	3
Health care in Canberra	4
Patient experience	5
Feature article	6
Walk-in Centres	7
Emergency Department	11
Admitted patient care	19
Elective surgery	29
Quality and Safety	35
Future direction	37

## About the Quarterly Performance Report

This report provides information about how our public health system is performing. The report includes information on the following services:

- Community-based care
  - Walk-in Centres
- Hospital-based care
  - Emergency departments, surgery, admitted patients

Comparisons between years for the Quarterly Performance Reports should be undertaken with caution due to unprecedented health events that have occurred since 2019.

Of most significance has been the impact of COVID-19, which the ACT health system moved swiftly to address. The outbreaks in March 2020, August 2021 and since late December 2021, have had a significant impact on the way that our health system has had to operate and the demand for certain services. Walk-in Centre and Community Health Centre staff and sites have been redeployed to focus on COVID-19 testing.

During the quarter 81,150 COVID-19 cases were recorded, with 687 cases admitted to hospital and 47 cases admitted to Intensive Care Units. All ACT public hospitals were impacted by staff shortages, with staff at Canberra Health Services applying for up to 2,209 days of COVID-19 leave over this period.

There was a suspension of all non-essential surgeries throughout part of 2019-20 across the ACT and again in January to February 2022 at Calvary Public Hospital Bruce in response to the pandemic. The ACT Government delivered a record number of surgeries in 2020-21 as part of the COVID-19 recovery project and has committed to delivering 60,000 elective surgeries over the four years from 2021-22.

Improving timely, safe and sustainable care across the ACT is a key priority for the ACT Government. We aim to be the safest health care system in Australia, delivering high quality, patient-centred care for Canberrans.

Data management is integral to running an informed hospital and health care system that is accountable, transparent and responsive. It is also key to improving health service performance to ensure better access to timely, safe and sustainable care, a key focus for the community and the ACT Government.

Each quarterly report provides a snapshot of the latest available health activity and performance information as at the date of reporting.

The report covers activity at three public hospitals in the ACT: Canberra Hospital, Calvary Public Hospital Bruce and the University of Canberra Hospital.

Due to the nature of health data and the reliance on coding, validation and quality assurance of clinical information, there may be slight variations in the numbers presented for the same quarter in the previous or a subsequent quarterly report.

It is standard practice in the sector for data to reflect the most up-to-date information, and for revised data to be submitted in reporting cycles; it is a practice that is acknowledged by the Australian Institute of Health and Welfare, the Independent Health and Aged Care Pricing Authority, and the National Health Funding Body.

For these reasons, there may also be slight differences between data reported in the annual report and the numbers presented across quarterly reports, respectively, for the same year.

The ACT Health Directorate is pleased to provide this report that gives the community a snapshot of our health system each quarter.

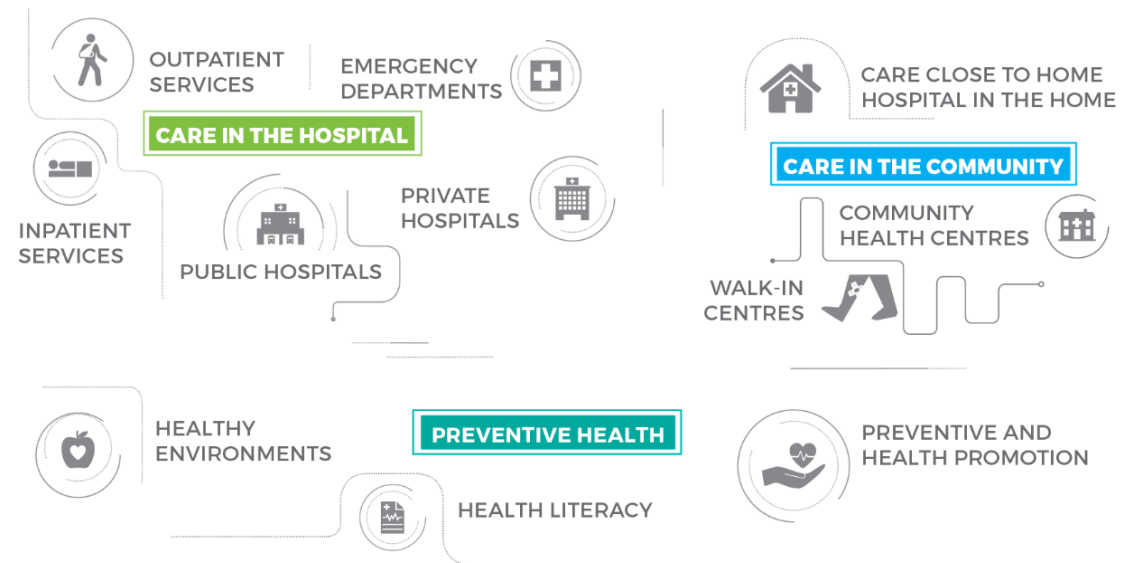
**Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.**

# Health care in Canberra

The ACT public health system responds in a balanced way to Canberrans' needs by improving the health status of individuals and families.

The ACT's public health system works across primary, tertiary and community care.

Clinical activities in the ACT are provided by ACT Government funded providers including Canberra Health Services, Calvary Public Hospital Bruce and non-government organisations.



## Public Health Services

- Admitted and non-admitted
- Breast screening
- Cancer counselling
- Children's health
- Community health care
- Dental
- Emergency services
- Mental health
- Nutrition
- Pathology
- Pregnancy, newborn and early childhood
- Rehabilitation and related services
- Social work
- Subacute and non-acute
- Walk-in Centres

## ACT public health services receive very positive feedback on the care they provide

A recent inpatient experience survey of patients at Canberra Health Services found:



**87.0%**

of patients would recommend the Canberra Health Services to family and friends.



**85.0%**

of patients rated their care as good or very good.

A recent inpatient experience survey of patients at Calvary Public Hospital Bruce found:



**92.0%**

of patients who responded reported a positive experience and were satisfied with the care provided.

These results demonstrate the quality of care in the ACT's public health system and are testament to staff working to provide care 24 hours a day, 7 days a week. However, we can always find areas to improve, and meaningful consumer data and feedback are key to this.

## New maternity plan to better support families and healthcare workers

**Maternity in Focus is a ten-year plan to better support our workforce to deliver exceptional public maternity services for Canberrans.**

Launched in June 2022, the holistic system plan delivers on the Government's commitment to deliver continuous improvement and innovation to public maternity services, support the healthcare workforce, and better meet the needs of families in the ACT and surrounding region.

The goals and actions in *Maternity in Focus* will shape the public maternity system to help individuals feel more informed, empowered, and respected.

The *First Action Plan* sets out actions the ACT Government will implement over the next four years. The actions identified for implementation over this timeframe will deliver essential reform, create the foundation to evolve the public maternity system and deliver on the government's commitment to delivering better care when and where people need it.

To support the plan, Rachel Stephen-Smith MLA, Minister for Health has announced a \$12 million package through the 2022-23 Budget to commence implementation, boost capacity and deliver a northside gestational diabetes mellitus service.

Development of *Maternity in Focus* was led by ACT Health in close collaboration with Canberra Health Services, Calvary Public Hospital and Queen Elizabeth II Family Centre alongside consumers and health service providers.

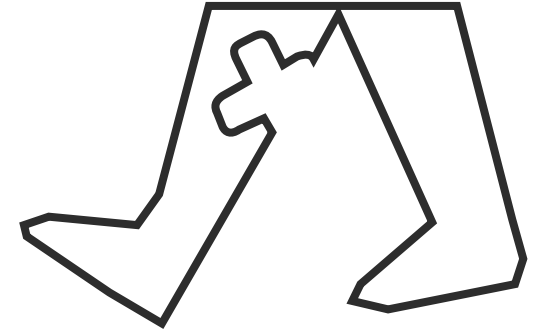
The plan is available to view on the [ACT Health website](#).

Minister for Health Rachel Stephen-Smith and staff from ACT Health, CHS and Calvary at the launch of Maternity in Focus



From left to right: George Vallance (A/g Executive Branch Manager, ACTHD), Sally Haseler (Manager, CMOS), Minister Rachel Stephen-Smith, Karen Schlage (consumer) and Ross Hawkins (Calvary Public Hospital Bruce).

# Walk-in Centres and COVID-19 Testing Centres



Nurse-led Walk-in Centres provide free efficient access to treatment and health advice for one-off, non-urgent injuries and illness. Patients requiring urgent attention for serious injury or illness are directed to Emergency Departments.

- 
- ✦ Walk-in Centre presentations increased by 19.0% in Quarter 4, 2021-22 compared to Quarter 3, 2021-22.
  - ✦ Presentations to ACT Government COVID-19 Testing Centres decreased by 25.0% (or 24,900) from Quarter 3, 2021-22 to Quarter 4, 2021-22.
  - ✦ 80.5% of presentations received treatment at the Walk-in Centres, while 7.1% of presentations were redirected to an Emergency Department.
-

## Walk-in Centres



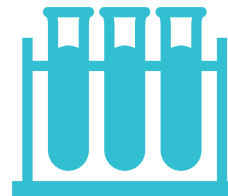
All Walk-in Centres (WiC) are led by a team of highly skilled advanced practice nurses and nurse practitioners with extensive experience in treating people with minor injuries and illnesses. There were five nurse-led Walk-in Centres across the ACT in Quarter 4, 2021-22: Belconnen, Garran Surge Centre, Gungahlin, Tuggeranong and Weston Creek.



22,251



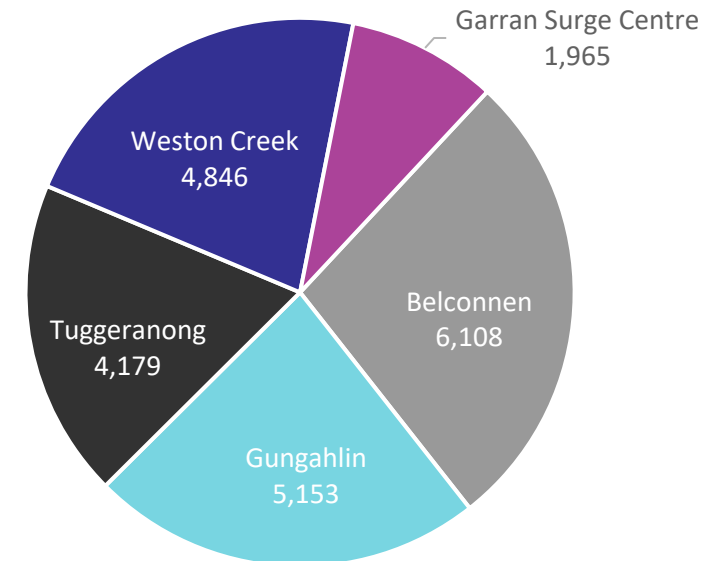
Walk-in-Centre presentations  
(3,551 more than Quarter 3, 2021-22)



74,690



ACT Government COVID-19 Testing Centre  
presentations (24,900 less than Quarter 3, 2021-22)



Walk-in Centre presentations by  
location



## Walk-in Centre and ACT Government COVID-19 Testing Centres

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
<b>Walk-in Centre</b>				
<b>Presentations</b>				
Belconnen	6,108	5,307	15.1%	
Gungahlin	5,153	4,234	21.7%	
Garran Surge Centre	1,965	1,443	36.2%	
Inner North	-	299	-	
Tuggeranong	4,179	4,003	4.4%	
Weston Creek	4,846	3,414	41.9%	
<b>ACT Total</b>	<b>22,251</b>	<b>18,700</b>	<b>19.0%</b>	
<b>ACT Government COVID-19 Testing Centres</b>				
<b>Presentations</b>				
Garran Surge Centre	45,542	51,304	-11.2%	
Mitchell Testing Centre	29,145	48,286	-39.6%	
<b>ACT Total</b> (a)(b)(c)	<b>74,690</b>	<b>99,590</b>	<b>-25.0%</b>	

**Note:** The Inner North Walk-in Centre temporarily closed on 9 January 2022. A dedicated COVID-19 Clinic at the Garran Surge Centre temporarily opened on 10 January 2022 for people who tested positive for COVID-19 and needed non-urgent care.

(a) Total includes 3 presentations of Unknown location.

(b) The Weston Creek Testing Centre and Kambah Drive through Clinic have been removed from the table as no data were reported in the preceding three reporting periods.

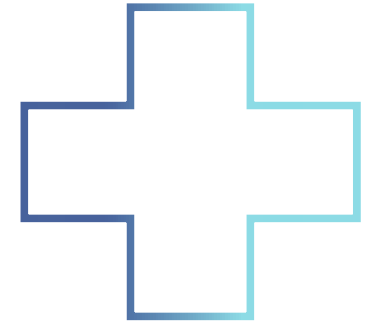
(c) The EPIC Respiratory Centre has been removed from the table as no data was reported in the preceding two reporting periods.

# Walk-in Centre Performance

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
<b>Walk-in Centre Performance</b>				
<b>Median wait time to treatment (minutes)</b>				
Belconnen	32	21	52.4%	
Gungahlin	25	15	66.7%	
Tuggeranong	27	20	35.0%	
Inner North	-	17	-	
Weston Creek	24	8	200.0%	
<b>ACT Total</b>	<b>25</b>	<b>15</b>	<b>66.7%</b>	
<b>Treatment provided at the Walk-in Centre</b>				
Belconnen	79.6%	84.0%	-4.4	
Gungahlin	80.8%	83.9%	-3.1	
Tuggeranong	79.1%	78.2%	0.9	
Inner North	-	84.9%	-	
Weston Creek	82.0%	86.0%	-4.0	
<b>ACT Total</b>	<b>80.5%</b>	<b>83.3%</b>	<b>-2.8</b>	
<b>Redirected to Emergency Department</b>				
Belconnen	7.0%	6.2%	0.8	
Gungahlin	5.7%	5.7%	0.0	
Tuggeranong	8.3%	10.3%	-2.0	
Inner North	-	4.3%	-	
Weston Creek	6.7%	6.0%	0.7	
<b>ACT Total</b>	<b>7.1%</b>	<b>7.1%</b>	<b>0.0</b>	

Note: All dedicated COVID-19 Testing Centres have been excluded from the above Performance metrics. Garran Surge Centre has not been listed as a separate facility under WIC Performance, but its activity is included in the ACT Totals.

# Emergency Department



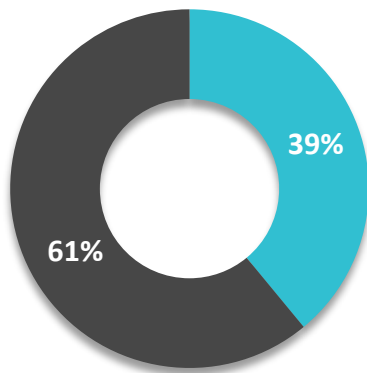
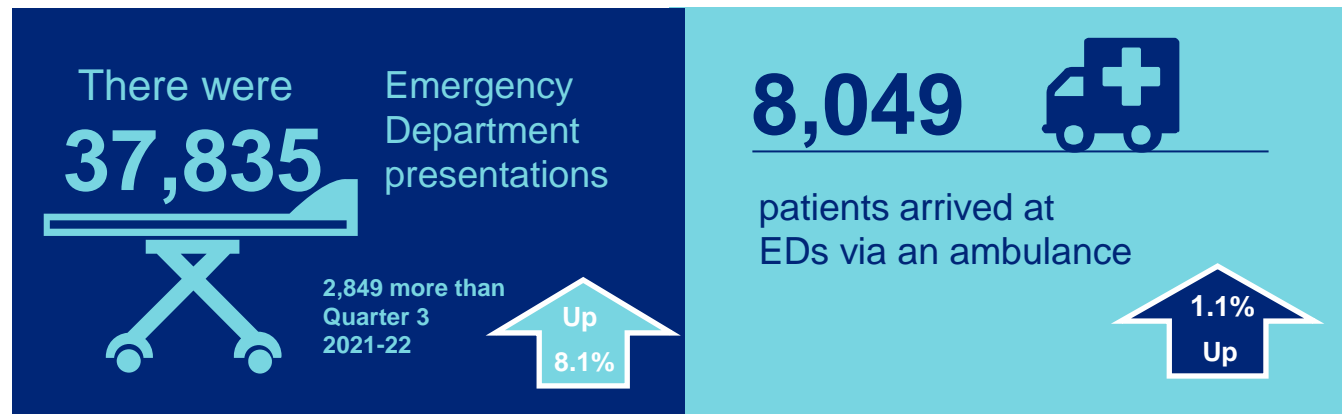
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

- 
- ✦ There were 37,835 presentations to EDs in Quarter 4, 2021-22 an increase of 8.1% on Quarter 3, 2021-22.
  - ✦ 39.7% of patients received treatment within the clinically recommended time for their urgency (triage) category, down from 52.1% in the previous quarter.
  - ✦ 45.6% of patients spent four hours or less in EDs, down from 53.3% in the previous quarter.
-



## Emergency Departments (EDs)

EDs often act as an entry point to admitted patient services. All results in this page are presented as ACT public hospital EDs and are a combination of activity from Canberra Hospital ED and Calvary Public Hospital Bruce ED.












■ Calvary Public Hospital Bruce ■ Canberra Hospital












Emergency Department presentations by public hospitals	
Canberra Hospital:	23,073
Calvary Public Hospital Bruce:	14,762

## Emergency Department Activity – ACT Total

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total ED presentations	37,835	34,986	8.1%	
Resuscitation, Triage Category 1	198	172	15.1%	
Emergency, Triage Category 2	4,542	4,189	8.4%	
Urgent, Triage Category 3	15,330	13,742	11.6%	
Semi-urgent, Triage Category 4	14,456	13,368	8.1%	
Non-urgent, Triage Category 5	3,309	3,515	-5.9%	
Admissions to hospitals from EDs	12,122	10,302	17.7%	
Patients treated and discharged home	20,894	21,461	-2.6%	
Arrivals at ED by ambulance	8,049	7,964	1.1%	

## Emergency Department Activity – Canberra Hospital

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total ED presentations	23,073	21,162	9.0%	
Resuscitation, Triage Category 1	146	120	21.7%	
Emergency, Triage Category 2	3,018	2,562	17.8%	
Urgent, Triage Category 3	7,995	6,987	14.4%	
Semi-urgent, Triage Category 4	9,359	8,717	7.4%	
Non-urgent, Triage Category 5	2,555	2,776	-8.0%	
Admissions to hospitals from EDs	8,884	8,399	5.8%	
Patients treated and discharged home	11,876	11,325	4.9%	
Arrivals at ED by ambulance	5,574	5,315	4.9%	

## Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total ED presentations	14,762	13,824	6.8%	
Resuscitation, Triage Category 1	52	52	0.0%	
Emergency, Triage Category 2	1,524	1,627	-6.3%	
Urgent, Triage Category 3	7,335	6,755	8.6%	
Semi-urgent, Triage Category 4	5,097	4,651	9.6%	
Non-urgent, Triage Category 5	754	739	2.0%	
Admissions to hospitals from EDs	3,238	1,903	70.2%	
Patients treated and discharged home	9,018	10,136	-11.0%	
Arrivals at ED by ambulance	2,475	2,649	-6.6%	













**Note:** The Short Stay Unit (SSU) at Calvary Public Hospital Bruce (CPHB) has periodically been used as a COVID-19 Emergency Department (ED) Red Zone area, resulting in fewer admissions being possible to the SSU in Quarter 3, 2021-22. Additionally in this period, non-essential surgery was suspended at CPHB due to COVID-19 during January and February 2022, further contributing to reduced admissions from ED in Quarter 3, 2021-22. In this quarter, the SSU has returned to its primary function, resulting in a return to its standard figures of admissions.

## Emergency Department Performance – ACT Total













	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	39.7%	52.1%	-12.4	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	71.6%	74.1%	-2.5	
Urgent, Triage Category 3	28.5%	39.8%	-11.3	
Semi-urgent, Triage Category 4	34.9%	51.1%	-16.2	
Non-urgent, Triage Category 5	61.3%	75.6%	-14.3	
Patients leaving the ED within four hours of presentation				
	45.6%	53.3%	-7.7	
Patients who did not wait to be seen				
	8.7%	5.7%	3.0	
Median wait time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	6	16.7%	
Urgent, Triage Category 3	72	46	56.5%	
Semi-urgent, Triage Category 4	99	58	70.7%	
Non-urgent, Triage Category 5	90	56	60.7%	

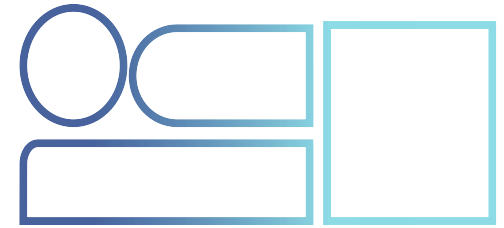


## Emergency Department Performance – Canberra Hospital

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
All Categories	39.8%	50.7%	-10.9	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	75.5%	79.0%	-3.5	
Urgent, Triage Category 3	26.7%	36.1%	-9.4	
Semi-urgent, Triage Category 4	32.2%	46.3%	-14.1	
Non-urgent, Triage Category 5	59.8%	72.7%	-12.9	
Patients leaving the ED within four hours of presentation	44.0%	55.1%	-11.1	
Patients who did not wait to be seen	9.2%	5.9%	3.3	
<b>Median wait time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	6	16.7%	
Urgent, Triage Category 3	81	51	58.8%	
Semi-urgent, Triage Category 4	109	68	60.3%	
Non-urgent, Triage Category 5	93	65	43.1%	

## Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
All Categories	39.4%	54.3%	-14.9	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	63.9%	66.3%	-2.4	
Urgent, Triage Category 3	30.6%	43.7%	-13.1	
Semi-urgent, Triage Category 4	39.8%	60.3%	-20.5	
Non-urgent, Triage Category 5	66.7%	86.3%	-19.6	
<b>Patients leaving the ED within four hours of presentation</b>	<b>48.1%</b>	<b>50.5%</b>	<b>-2.4</b>	
<b>Patients who did not wait to be seen</b>	<b>8.1%</b>	<b>5.4%</b>	<b>2.7</b>	
<b>Median wait time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	64	40	60.0%	
Semi-urgent, Triage Category 4	84	44	90.9%	
Non-urgent, Triage Category 5	77	34	126.5%	



# Admitted Patient Care

The ACT has some of the nation's highest quality health care services and facilities, including three public hospitals.

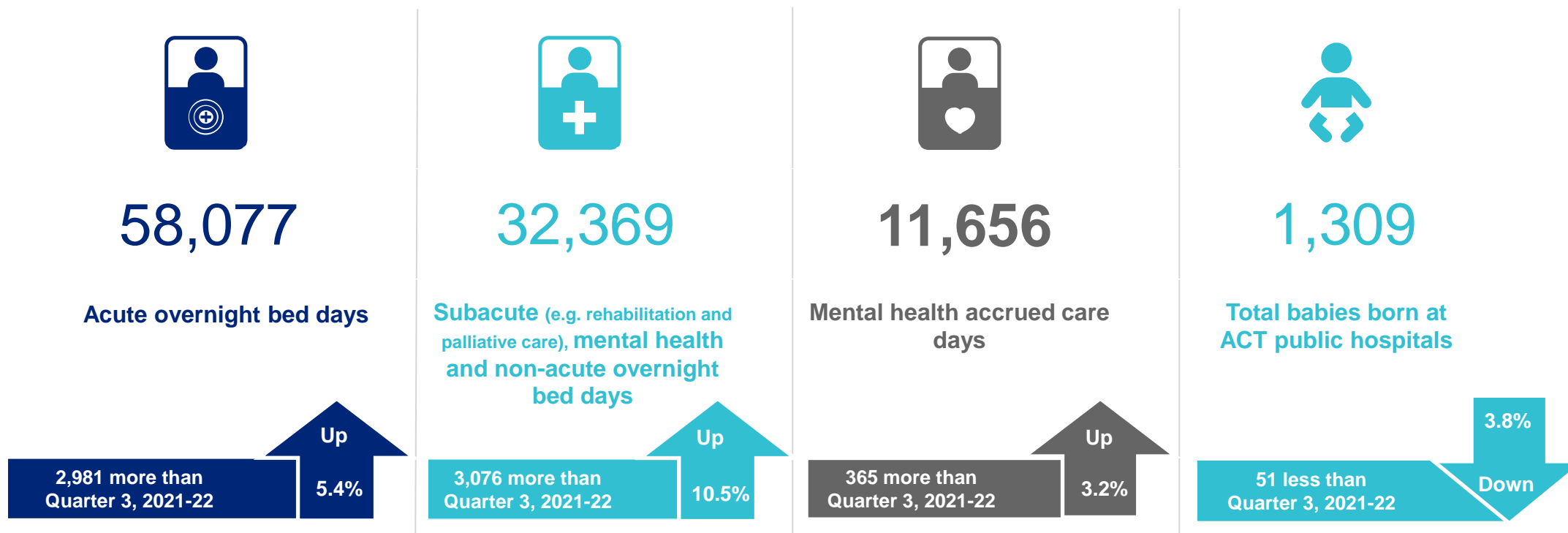
Admitted patients are patients who are admitted to a hospital for care. This does not include Emergency Department patients, outpatients or other non-admitted patients treated on the hospital site.

- 
- ✦ 1,309 babies were born at ACT public hospitals in Quarter 4, 2021-22, 3.8% less than in Quarter 3, 2021-22.
  - ✦ 106,601 bed days of patient care were provided – 7.3% more than Quarter 3, 2021-22.
  - ✦ Overnight patients stayed in hospital for an average of 6.6 days, a slight improvement on the previous quarter.

## Admitted Patient Care Summary













The ACT has three public hospitals, each providing a different mix of admitted patient services. Canberra Hospital is a tertiary referral hospital, Calvary Public Hospital Bruce is a public acute care hospital and the University of Canberra Hospital is a public rehabilitation and subacute hospital.













**Note:** Mental health accrued care days methodology was introduced from Q2 2021-22. Previously this measure was recorded as the total overnight bed days. Refer to the Technical supplementary information for further details.

## Admitted Patient Care Activity – ACT Total

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	29,949	27,651	8.3%	
Same-day episodes (including day surgeries)	16,181	15,071	7.4%	
Overnight episodes	13,768	12,580	9.4%	
Total bed days of care at ACT public hospitals	106,601	99,371	7.3%	
Total overnight bed days of care	90,446	84,389	7.2%	
Acute overnight bed days	58,077	55,096	5.4%	
Subacute, mental health and non-acute overnight bed days	32,369	29,293	10.5%	
Mental health accrued care days	11,656	11,291	3.2%	
Total babies born at ACT public hospitals	1309	1,360	-3.8%	
Number of caesarean sections	483	512	-5.7%	

**Note:** Mental health accrued care days methodology was introduced from Quarter 2, 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Refer to the Technical supplementary information for further details.

## Admitted Patient Care Activity – Canberra Hospital

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total admitted patient episodes of care	22,245	21,916	1.5%	
Same-day episodes (including day surgeries)	12,520	12,740	-1.7%	
Overnight episodes	9,725	9,176	6.0%	
Total bed days of care	71,609	67,761	5.7%	
Total overnight bed days of care	59,084	55,024	7.4%	
Acute overnight bed days	43,734	41,825	4.6%	
Subacute, mental health and non-acute overnight bed days	15,350	13,199	16.3%	
Mental health accrued care days	7,153	6,993	2.3%	
Total babies born	846	883	-4.2%	
Number of caesarean sections	320	345	-7.2%	









**Note:** Mental health accrued care days methodology was introduced from Quarter 2, 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Refer to the Technical supplementary information for further details.

## Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total admitted patient episodes of care	7,297	5,436	34.2%	
Same-day episodes (including day surgeries)	3,575	2,312	54.6%	
Overnight episodes	3,722	3,124	19.1%	
Total bed days of care	23,358	21,093	10.7%	
Total overnight bed days of care	19,814	18,867	5.0%	
Acute overnight bed days of care	14,281	13,143	8.7%	
Subacute, mental health and non-acute overnight bed days	5,533	5,724	-3.3%	
Mental health accrued care days	2,794	2,519	10.9%	
Total babies born	463	477	-2.9%	
Number of caesarean sections	163	167	-2.4%	

**Note:** Mental health accrued care days methodology was introduced from Quarter 2, 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Refer to the Technical supplementary information for further details. The Short Stay Unit (SSU) at CPHB has periodically been used as a COVID-19 Emergency Department (ED) Red Zone area, resulting in fewer admissions being possible to the SSU in Quarter 3, 2021-22. Additionally, non-essential surgery (including category 1 and 2) was suspended at CPHB due to COVID-19 during January and February 2022. In this quarter, the SSU has returned to its primary function, resulting in a return to its standard figures of episodes.

## Admitted Patient Care Activity – University of Canberra Hospital

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total admitted patient episodes of care	407	299	36.1%	
Same-day episodes <sup>(a)</sup>	86	19	352.6%	
Overnight episodes	321	280	14.6%	
Total bed days of care	11,634	10,517	10.6%	
Total overnight bed days of care	11,548	10,498	10.0%	
Acute overnight bed days <sup>(b)</sup>	62	128	-51.6%	
Subacute, mental health and non-acute overnight bed days	11,486	10,370	10.8%	
Mental health accrued care days <sup>(c)</sup>	1,709	1,779	-3.9%	





(a) Same day episodes were lower in Quarter 3, 2021-22 due to the impact of COVID-19 restrictions and redeployment of clinicians to assist with Rehabilitation, Aged and Community Services (RACS).

(b) Acute overnight bed days were higher in Quarter 3, 2021-22 due to a 14 bed increase.





(c) Mental health accrued care days methodology was introduced from Quarter 2, 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Refer to the Technical supplementary information for further details.







## Admitted Patient Care Performance – ACT Total

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	6.6	6.7	-1.5%	
Acute ALOS	4.8	5	-4.0%	
Subacute and non-acute ALOS	18.2	20.1	-9.5%	
Mental health ALOS	19.7	17.7	11.3%	





## Admitted Patient Care Performance – Canberra Hospital

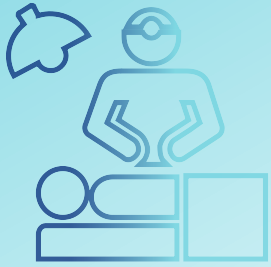
	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	6.1	6.0	1.7%	
Acute ALOS	5.1	5.1	0.0%	
Subacute and non-acute ALOS	13	14.8	-12.2%	
Mental health ALOS	16.5	12.5	32.0%	

## Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.3	6	-11.7%	
Acute ALOS	4.2	4.7	-10.6%	
Subacute and non-acute ALOS	13.5	15.9	-15.1%	
Mental health ALOS	19.3	24.1	-19.9%	

## Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	36	37.5	-4.0%	
Acute ALOS	8.9	9.8	-9.2%	
Subacute and non-acute ALOS	32.8	35.1	-6.6%	
Mental health ALOS	99.5	85.0	17.1%	



# Elective Surgery

Public elective surgery is provided at Canberra Hospital, Calvary Public Hospital Bruce and a number of private hospitals in the ACT under contract with Canberra Health Services.

---

- ✦ During Quarter 4, 2021-22, there were 3,684 elective surgeries performed, which is an increase of 20.3% from Quarter 3, 2021-22.
- ✦ There were 5,548 patients waiting for their elective surgery during Quarter 4, 2021-22, which is a decrease of 4.8% from Quarter 3, 2021-22.

# Elective Surgery

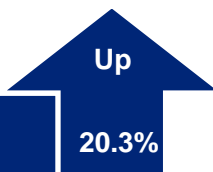


There are three main urgency categories for elective surgery: urgent, semi-urgent and non-urgent. The urgency category is determined by the surgeon and is based on clinical criteria. While the Canberra Hospital is the major tertiary referral centre for the region, both the Canberra Hospital and Calvary Public Hospital Bruce provide care to people from the ACT, the surrounding NSW region as well as other patients from interstate. The results below provide information on all public elective surgery performed in the ACT.



Total number of elective surgeries performed

3,684



621 more than  
Quarter 3, 2021-22



Additions to the elective surgery waiting list

4,079

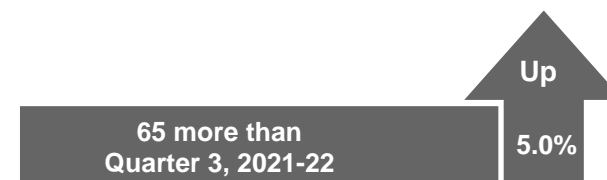


46 more than  
Quarter 3, 2021-22








The number of overdue patients waiting for their elective surgery

1,364








65 more than  
Quarter 3, 2021-22

## Elective Surgery Activity – ACT Total

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total number of elective surgeries	3,684	3,063	20.3%	
Urgent, Category 1 (within 30 days)	1,367	1,144	19.5%	
Semi-urgent, Category 2 (within 90 days)	1,281	1,189	7.7%	
Non-urgent, Category 3 (within 365 days)	1,036	730	41.9%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	611	797	-23.3%	

(a) Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.

## Elective Surgery Activity – Canberra Hospital






	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total number of elective surgeries <sup>(a)</sup>	1,891	1,761	7.4%	
Urgent, Category 1 (within 30 days)	900	800	12.5%	
Semi-urgent, Category 2 (within 90 days)	636	661	-3.8%	
Non-urgent, Category 3 (within 365 days)	355	300	18.3%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(b)</sup>	334	394	-15.2%	

(a) The number of elective surgeries reported against Canberra Hospital include public elective surgeries contracted to private hospitals.

(b) Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.












## Elective Surgery Activity – Calvary Public Hospital Bruce

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Total number of elective surgeries	1,793	1,302	37.7%	
Urgent, Category 1 (within 30 days)	467	344	35.8%	
Semi-urgent, Category 2 (within 90 days)	645	528	22.2%	
Non-urgent, Category 3 (within 365 days)	681	430	58.4%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	277	403	-31.3%	

(a) Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.

## Elective Surgery Performance – ACT Total

	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22	Last 5 quarters
Additions to the elective surgery waiting list	4,079	4,033	1.1%	
Patients waiting for their elective surgery	5,548	5,825	-4.8%	
Number of overdue patients waiting for their elective surgery	1,364	1,299	5.0%	
Elective surgeries performed within clinically recommended timeframes				
Urgent, Category 1 (within 30 days)	98.6%	98.4%	-0.2%	
Semi-urgent, Category 2 (within 90 days)	55.4%	50.8%	4.6%	
Non-urgent, Category 3 (within 365 days)	80.7%	80.5%	0.2%	
Median wait times to surgery (days)				
Urgent, Category 1 (within 30 days)	17	15	13.3%	
Semi-urgent, Category 2 (within 90 days)	78	89	-12.4%	
Non-urgent, Category 3 (within 365 days)	193	190	1.6%	



# Quality and Safety

The ACT Government continually strives to provide a safe and high-quality health care system, and is continually implementing service improvement to increase safety for all patients.

- 
- ✦ Exceeded the hand hygiene rate target at Canberra Health Services.
  - ✦ Both public hospitals undertake hand hygiene audits three times per year.

## Quality and Safety

	2021-22 Target *	Quarter 4, 2021-22	Quarter 3, 2021-22	Change from Quarter 3, 2021-22
Number of avoidable readmissions for selected conditions per 10,000 hospital admissions				
ACT	≤50	106.2	93.7	11.2%
Number of surgical complications requiring unplanned return to theatre per 10,000 hospital admissions				
ACT	≤20	9.2	7.4	24.3%
Rate of <i>Staphylococcus aureus</i> bacteraemia infection per 10,000 occupied bed days				
	(per 10,000 occupied bed days)			
Canberra Health Services	≤2.0	1.3	1.8	-
Calvary Public Hospital Bruce	≤2.0	1.8	1.6	5.9%
	2021-22 Target *	June 2022 Audit	March 2022 Audit	Oct 2021 Audit
Estimated Hand Hygiene Rate				
Canberra Health Services <sup>(a)</sup>	>80.0%	86.8%	84.0%	82.0%
Calvary Public Hospital Bruce <sup>(b)</sup>	>80.0%	79.2%	78.0%	n/a

n/a Not available.

(a) Hand hygiene audits at Canberra Health Services are undertaken three times per year in October, March and June.

(b) Hand hygiene audits at Calvary Public Hospital Bruce are undertaken three times per year in July, October and March. Double auditing will occur in October to account for missed audit in July 2021.

\* 2021-22 targets reflect the ACT Budget 2021-22 for Canberra Health Service and the Calvary Public Hospital Bruce *Performance Agreement between ACT Health Directorate and Calvary Public Hospital Bruce for the period 1 July 2019-30 June 2022*.

## Future Direction

The ACT Health Directorate is undertaking work to refresh the publication of data for patients, practitioners and the ACT community to ensure we continue to improve the availability and usefulness of information about our health system. The new quarterly reporting framework will provide key information about the delivery of ACT public health services. This will mean the local community can access important and relevant data about how timely, safe and sustainable care is being delivered.

Although this work is still in progress, it is vital to ensure Canberrans have timely access to information about our health services. This quarterly performance report presents up-to-date information about the activity and performance of our health services. As the ACT Health Directorate learns more about what information patients, consumers and the ACT community require, the quarterly reports will evolve to meet those expectations.

The ACT Health Directorate provides data for over 130 publicly reported performance indicators, which are published in a variety of different reports by multiple organisations. To ensure Canberrans always have access to information about our health services, a consolidated list of all publicly reported metrics can be found on the ACT Health Directorate website at <https://www.health.act.gov.au/about-our-health-system/data-and-publications/act-health-system-wide-data>.

Further information about this report, including definitions, can be found on the ACT Health Directorate website at: <https://www.health.act.gov.au/about-our-health-system/data-and-publications/reports/act-public-health-services-quarterly>.